

Inspection report

Tenants First Sheltered Housing Housing Support Service

Tenants First Housing Co-operative Limited
23 Albert Street
Aberdeen AB25 1XX

Inspected by: Michael Watson
(Care Commission Officer)

Type of inspection: Announced

Inspection completed on: 15 July 2008

Service Number

CS2003051784

Service name

Tenants First Sheltered Housing

Service address

Tenants First Housing Co-operative Limited
23 Albert Street
Aberdeen AB25 1XX

Provider Number

SP2004005318

Provider Name

Tenants First Housing Co-operative

Inspected By

Michael Watson
Care Commission Officer

Inspection Type

Announced

Inspection Completed

15 July 2008

Period since last inspection

24 Months

Local Office Address

Johnstone House
Rose Street
Aberdeen

Introduction

Managed by Tenants First Housing Cooperative Ltd, Tenants First Sheltered Housing has been registered with the Care Commission since September 2004. The service provides housing support services to tenants in 3 sheltered or very sheltered housing developments in the North of Scotland.

The service aims to promote ".....Tenant's independence and enables Tenants to live as normal and satisfying a life as possible within their own home with the added security that sheltered housing brings".

The service employs a team of housing support staff with varying degrees of skills, expertise and qualifications.

Based on the findings of this inspection the service has been awarded the following grades:

Quality of Care and Support - Grade 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 5 - Very Good

This inspection report and grades represent the Care Commission's assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. Please refer to the care services register on the Care Commission's website (www.carecommission.com) for the most up-to-date grades for this service.

Basis of Report

This report was written following an announced inspection which concluded on the 15 July 2008.

The service submitted a completed Annual Return as requested by the Care Commission.

The service submitted a self-assessment form as requested by the Care Commission

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a Manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity. Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at: <http://www.carecommission.com>.

This inspection was undertaken by Care Commission Officer, Michael Watson.

During inspection, evidence was gathered and reported upon from a number of sources including:

The Care Commission collected information from the following people.

Service Manager.

4 service users by telephone.

12 service users from returned questionnaires.

A review of a range of policies, procedures, records and other documentation, including the following:

- Service user's Housing Support files
- Service user surveys
- Training records
- Staff personnel files
- Audits and action plans
- Complaints Log

Feedback was given to the Manager of the service at the end of the inspection.

Action taken on requirements since last Inspection

One requirement had been made subsequent to the last inspection of the service. Action taken relation to requirements were followed up as part of inspecting against the quality themes and reported on within quality statement 3.2 in the body of this report.

This outstanding requirement was found to have been met at this inspection within the timescales set out within the action plan submitted by the service subsequent to the requirement being made.

Comments on Self Assessment

A fully completed self assessment document was submitted by the service. This was completed to a very high standard and gave comprehensive and relevant information for each of the relevant quality statements and themes. The service identified strengths and areas of future development as well as evidence of service user involvement and how they planned to implement changes.

View of Service Users

Service users provided a positive view of the service. In particular they were happy with the conduct of housing support staff.

Questionnaires returned without exception, indicated service users satisfaction with the service and respondents considered staff to be professional, polite and respectful in manner.

Service users acknowledged that they knew how to make a complaint and felt they received the care and support agreed with the provider through their written housing support plans.

View of Carers

No carers were interviewed as part of this inspection.

Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 5 - Very Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service Strengths

All aspects of this Quality Statement were met.

The 'very good' grade applied to this statement implies that the performance of this service is characterised by major strengths. This grade represents a high standard of performance.

The service had in place a range of strategies for gaining feedback from service users. These were detailed in an organisational participation strategy which stated is to "...maximise tenant participation in the running of the co-operative by offering a range of methods to allow tenants to take part at a level which best suits them".

There was evidence that the organisation had developed service user participation on the boards of management. There was also a tenant's panel and an ongoing programme of consultation on all major policy changes with all service users.

Through the participation strategy service users were encouraged to involve their families, friends and carers.

The service undertook postal surveys of all service users biannually. The next of these surveys is due in October 2008. At the end of this previous survey 'feedback' sessions were held with all service users, explaining the findings of the surveys and detailing the action plan which has occurred as a result.

In addition to this, the service had carried out a smaller consultation survey of service users at the beginning of the inspection process which mirrored the quality themes examined by the Care Commission. The Care Commission Officer examined the results of this survey and found them to be in line with the Care Commission's own survey of service users.

There was evidence gathered from examination of survey findings which demonstrates that through organisational procedure and individual staff practice, the service is committed to ensuring service user participation as an ongoing part of its aims and objectives.

Areas for Development

Identified areas for improvement represent improvements to be made on already very good performance and not on weak performance. The service's performance does not require significant adjustment. However, the Care Commission has an expectation that the service will take opportunities to improve and strive to raise performance to excellent.

The service had identified through self assessment the need to survey relatives and other emergency contacts during the next participation survey in October 2008.

The service may also wish to consider developing a formal written action plan to be shared with service users at the end of the forthcoming service user participation survey process.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 6: People who use, or would like to use the service, and those who are ceasing the service, are fully informed as to what the service provides

Service Strengths

All aspects of this Quality Statement were met or exceeded in a manner which was in keeping with a performance characterised by major strengths through which the service has had a positive impact of the quality of information and the subsequent experience of service users.

The service currently had a range of introductory information which was available to all prospective and current service users. This documentation contained all relevant information pertaining to the service including:

- organisational information,
- complaints procedures,
- copy of tenancy agreements,
- policies and procedures as well as aims and objectives,
- information relating to other agencies, including the Care Commission,
- information relating to housing support charges,
- service users rights and responsibilities.
- information on notice of termination arrangements.

All information available to service users was produced in 'Tahoma 14' type which is recommended by the Royal National Institute for the Blind.

Each potential service user had the opportunity to have introductory information explained to them or their representative by a member of staff.

Areas for Development

The service had been rigorous in identifying areas for improvement and implementing action plans to address these. There had been strong evidence that the service will continue to improve on the quality of their service.

The service is aware of the need to have documentation available in alternative formats and in different languages if required to meet service user's needs.

CCO Grading

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Quality Theme 2: Quality of Environment

Overall CCO Theme Grading:

Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 5 - Very Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

The 'very good' grade applied to this statement implies that the performance of this service is characterised by major strengths. This grade represents a high standard of performance.

The service had in place a range of strategies for gaining feedback from service users. These strategies were detailed in the organisational participation strategy and were discussed in more detail in quality statement 1.1.

The needs of service users, as identified through the participation strategy influenced the training given to the staff. There was also evidence that staff have undertaken individual research in order to meet the needs of particular service users.

Evidence gathered from the service user's participation and housing support surveys carried out by the service indicate a high degree of satisfaction with staff. This evidence was very much in keeping with the findings of the Care Commission questionnaires returned from service users.

Areas for Development

Identified areas for improvement represent improvements to be made on already very good performance and not on weak performance. The service's performance does not require significant adjustment. However, the Care Commission has an expectation that the service will take opportunities to improve and strive to raise performance to excellent.

As part of the self assessment the service identified the need to investigate different ways of involving service users more in the development of staffing issues.

The service may also wish to consider ways that service users can be more directly involved in staff training and staff recruitment.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 2: We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

Service Strengths

All aspects of this Quality Statement were met or exceeded in a manner which was in keeping with a performance characterised by major strengths through which the service has had a positive impact of the quality of information and the subsequent experience of service users.

There is evidence gathered from an examination of the service's recruitment policy and procedures as well as an examination of staff personnel files which demonstrated that the service meets best practice, 'safer recruitment guidance' issued by the Scottish Executive in 2007.

The processes for staff recruitment included;

- the use of an application form,
- uptake of two references, one from a current line manager,
- enhanced disclosure checks as well as systems for action to be taken in the event of unsatisfactory disclosure checks,
- professional register checks,
- checking evidence of skills and experience, including qualifications,
- employee declarations of physical and mental fitness,
- checking evidence of entitlement to work in accordance with the Asylum and Immigration Act 1996.

Prospective staffs were not offered positions until these processes are complete.

The service also ensures that a rolling programme of 3 yearly Disclosure Scotland checks was now in place for all staff including those staff who have not been previously disclosure checked and those who required to be rechecked as a result of SSSC registration.

There was evidence gathered from an examination of staff training records of a robust induction programme which covered all aspects of organisational service delivery.

Areas for Development

The service had been rigorous in identifying areas for improvement and implementing action plans to address these. There had been strong evidence that the service will continue to improve on the quality of their service.

CCO Grading

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 5 - Very Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service Strengths

The 'very good' grade applied to this statement implies that the performance of this service is characterised by major strengths. This grade represents a high standard of performance.

The service had in place a range of strategies for gaining feedback from service users. These strategies were detailed in the organisational participation strategy and were discussed in more detail in quality statement 1.1.

Evidence gathered from the service user's participation and housing support surveys carried out by the service indicate a high degree of satisfaction with staff. This evidence was very much in keeping with the findings of the Care Commission questionnaires returned from service users.

Areas for Development

Identified areas for improvement represent improvements to be made on already very good performance and not on weak performance. The service's performance does not require significant adjustment. However, the Care Commission has an expectation that the service will take opportunities to improve and strive to raise performance to excellent.

The service may wish to consider developing a formal written action plan at the end of the service user participation survey process.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 4: We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.

Service Strengths

The service had been rigorous in identifying areas for improvement and implementing action plans to address these. There had been strong evidence that the service will continue to improve on the quality of their service.

The organisation has been accredited to Investors in People since 2000. There was evidence available of the organisational involvement in ongoing quality assurance of services through the participation strategy outlined in quality statement 1.1.

There was evidence supplied by the organisation and through contact made by the Care Commission of service users being fully aware of the service's complaints procedure. In addition, there was also evidence contained in the support plans which evidenced ongoing reviews in consultation with service users and their representatives.

Issues of a quality assurance nature were identified by on site staff at any time and progressed through contact with the Manager of the service.

The inspection focus area of 'Notifications' was examined during this inspection. The service Manager was aware of organisational responsibility to report any incidents of dismissal on the grounds of misconduct to the SSSC and provide them with any information they may reasonably require about staff members in the exercise of its regulatory functions. The service Manager was aware of his responsibility to notify the Care Commission of any matters of misconduct including theft.

Areas for Development

The service had been rigorous in identifying areas for improvement and implementing action plans to address these. There had been strong evidence that the service will continue to improve on the quality of their service.

Through self assessment the service identified the need to ensure regular review of the quality assurance to ensure that it was robust and met the needs of service users.

CCO Grading

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Regulations / Principles

National Care Standards

Enforcement

There has been no enforcement action against this service since the last inspection.

Other Information

There was no other information relevant to this inspection.

Requirements**Recommendations**

Michael Watson
Care Commission Officer